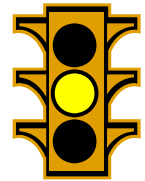


MEMBER SERVICES DIVISION DASHBOARD

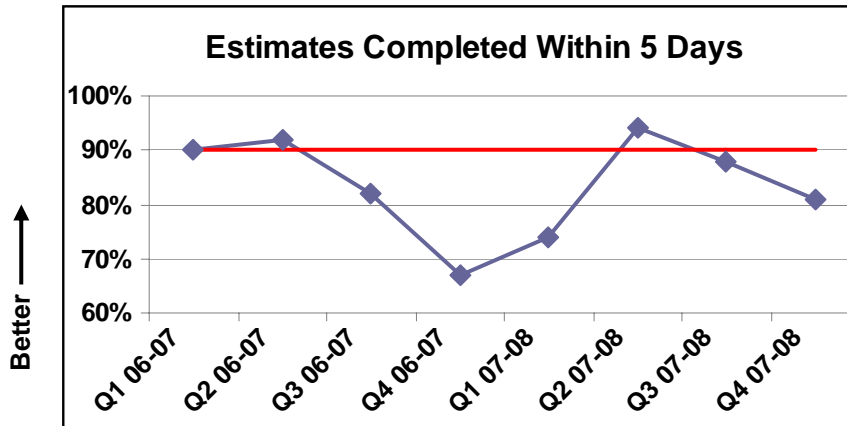


STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of workable estimates completed within 5 days of receipt.



Target: 90%

Year	Q1	Q2	Q3	Q4
2007-08	74%	94%	88%	81%
2006-07	90%	92%	82%	67%

INITIATIVES: *Improve Customer Service*

Initiatives	Milestones
<ul style="list-style-type: none"> Research why the 5 day batch has increased and not been able to be processed straight through the system. 	<ul style="list-style-type: none"> Complete research and develop recommendation by October 30, 2008.

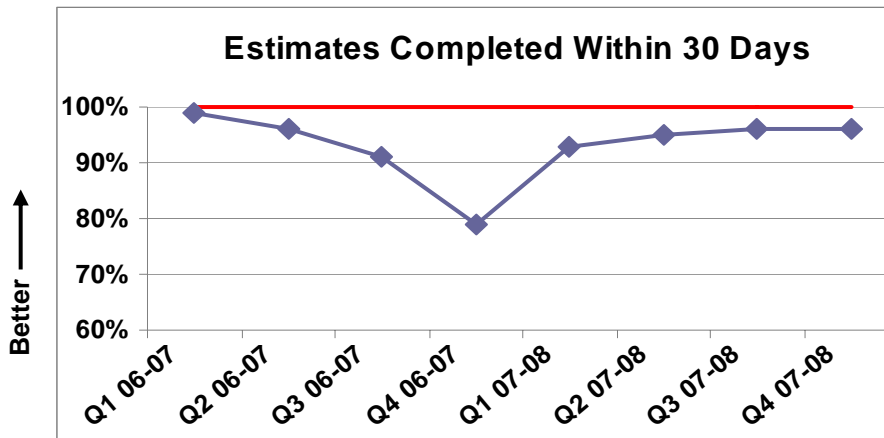
COMMENTS:

- This table represents the percentage of retirement estimates that were completed within 5 days of receipt.
- The volume of estimates that require staff intervention averaged 34% in both the 1st and 2nd quarters of 2007-08 but rose to 39% in the 3rd quarter and 41% in the 4th quarter of 2007-08. The average in prior years has been about 24%. This increase is due to the fact that additional edits have been placed in the Calculation System to ensure certain types of estimate requests requiring additional staff research fall out of the automated system. We anticipate that PSR will eliminate the need for staff intervention for these types of retirement estimates.



STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost effective manner.



INITIATIVES: Improve Customer Service

Initiatives	Milestones
<ul style="list-style-type: none"> Research why the fall out rate continues to escalate. Partner with the regional offices and the call center to market the on-line retirement estimate calculator to both members and employers. 	<ul style="list-style-type: none"> Complete research with recommendation by Oct. 30, 2008. Participate in Retirement Planning Fairs and Employer Conference through Oct. 2008. Place article about the on-line estimate calculator in the Winter Perspective and Employer Newsletter.

MEASURE:

Percent of workable estimates completed within 30 days of receipt.

Target: 100%

Year	Q1	Q2	Q3	Q4
2007-08	93%	95%	96%	96%
2006-07	99%	96%	91%	79%

COMMENTS:

- The processing of estimates in both retirement date order and received date order has been fully implemented. This has improved our customer service in more timely estimates, as requests with earlier retirement dates may normally be completed before requests with later retirement dates.
- The retirement estimates requiring staff intervention has averaged about 24% in prior years. In both the Q1 and Q2 of 2007-08, this workload averaged 34%, but in Q3 and Q4 rose to 39% and 41%, respectively. This increase is due to new edits in the Calculation System to ensure certain types of estimate requests that require additional staff research will fall out of the automated system. We anticipate PSR will eliminate the need for staff intervention for these types of retirement estimates.
- The number of estimates received increased significantly in Q3 and Q4 to a monthly average of 9,253 at the end of Q4. The average in first half of 2007-08 was 7,894.